



Any person who believes that he or she has been discriminated against by any member of Amarillo City Transit covered by the ADA, may file a complaint by completing and submitting ACT's ADA complaint form. ACT investigates complaints received no more than 90 business days after the alleged incident. The complaint form and procedure to file a complaint are available on the COA website at www.amarillo.gov.

The complaint must contain, but not limited to, the following information:

- a. Name, address and telephone number of complainant
- b. The basis of the complaint (race, color, national origin)
- c. The date or dates on which the alleged discriminatory event or events occurred
- d. Statement detailing the facts and circumstances of the alleged discrimination
- e. Names, addresses, and telephone numbers of persons who may have knowledge of the event
- f. Other agencies or courts where a complaint may have been filed with contact name and telephone number
- g. Complainant's signature and date

All complaints can be mailed or faxed to the following:

Amarillo City Transit (ACT)
P.O. Box 1971
Amarillo Texas 79105
Attention: Transit Director
(806) 378-6842 (phone)
(806) 378-6846 (fax)

Once the complaint is received, ACT staff will review the complaint and an acknowledgement letter will be sent out within 72 hours informing him/her of our plan of action. The Transit Department's investigation will include a review of the security camera audio and video and interviews from the complainant and other applicable witnesses – including ACT staff members.

ACT has 14 business days to investigate the complaint. If more information is needed to resolve the complaint, ACT may contact the complainant. The complainant has 30 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, ACT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be sent to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that after completion of the investigation there was not sufficient information to determine an ADA violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether additional training for ACT staff or other action will occur according to the City of Amarillo's progressive disciplinary action guidelines.

If the complainant wishes to appeal the decision, he/she has 30 days after the date of the letter or the LOF to appeal to the Deputy City Manager who will respond to the appeal within 30 business days from receipt of the request.

Submit written appeals to: City of Amarillo
 Amarillo City Transit (ACT)
 P.O. Box 1971
 Amarillo Texas 79105
 Attn: Deputy City Manager

If the response from the Deputy City Manager is not satisfactory, he/she may then appeal the decision to the final level of appeal – the City Manager. The City Manager will respond to the appeal within 30 business days from receipt of the request.

Submit written appeals to: City of Amarillo
 P.O. Box 1971
 Amarillo Texas 79105
 Attention: City Manager

Should you have any questions regarding the appeal procedure, please feel free to contact the Transit Director at 806-378-6842 or 806-372-6234, TDD. A person may also file a complaint directly with any of the following agencies: the Federal Transit Administration (FTA) Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590, FTA Region 6 office 819 Taylor Street, Room 14A02 FT. Worth, TX 76102